

# IBMhq Test Case Execution Report

**Test Case Name:**Route Incident- 1

**Requirement Name:** CX

**Execution Start Time:**2020-08-06 14-58-58

| TOTAL STEPS | STEPS PASSED | STEPS FAILED | OVERALL STATUS | DEFECT LIST |
|-------------|--------------|--------------|----------------|-------------|
| 42          | 41           | 1            | Fail           | 1           |

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

Step Description: Enter \*\*\* in PASSWORD

Expected Result: \*\*\* should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass

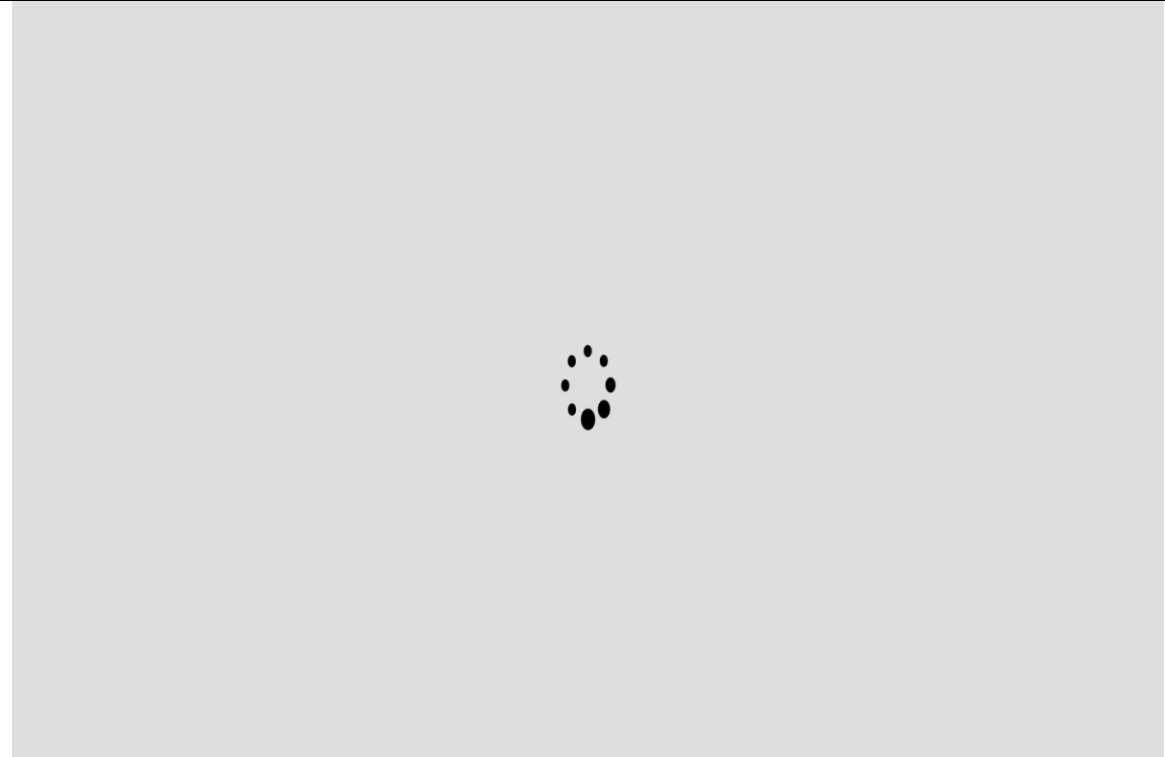


ORACLE  
SERVICE CLOUD

Username  
sysagent

Password  
\*\*\*\*\*

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|   |
|---|
| Step No:3   |
| Step Description: Click on loginbutton  |
| Expected Result: loginbutton should be clicked                                      |
| Actual Result: The Element: loginbutton is clicked                                  |
| Status: Pass  |
|  |

Step No:4

Step Description: Click on oj-button-icon oj-start add-icon oj-button-icon oj-start

Expected Result: oj-button-icon oj-start add-icon oj-button-icon oj-start should be clicked

Actual Result: The Element: oj-button-icon oj-start add-icon oj-button-icon oj-start is clicked

Status: Pass



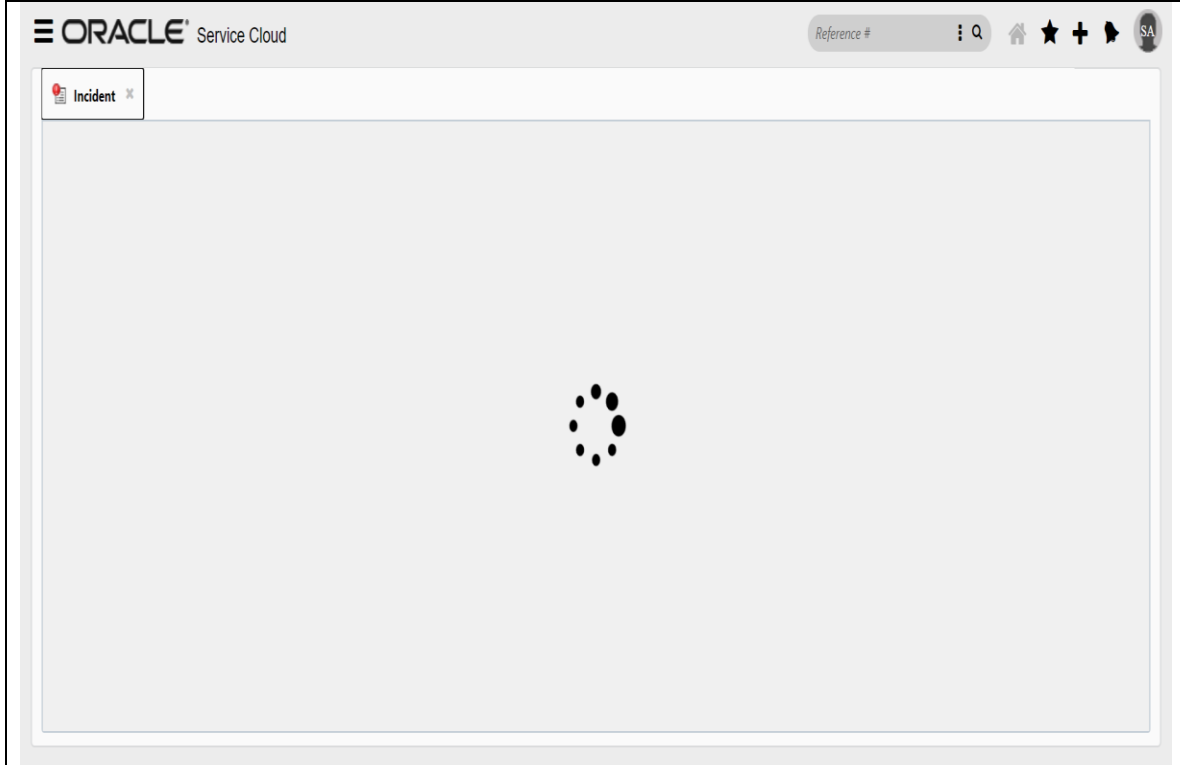
Step No:5

Step Description: Click on span2

Expected Result: span2 should be clicked

Actual Result: The Element: span2 is clicked

Status: Pass



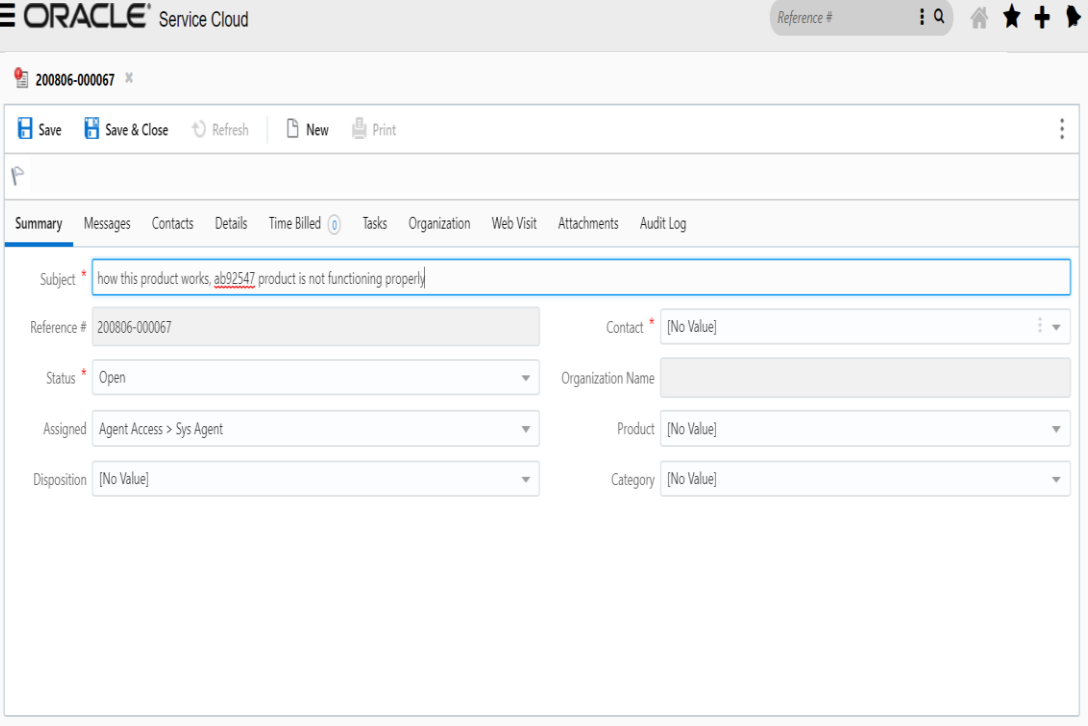
Step No:6

Step Description: Enter incident subject

Expected Result: Subject to be entered

Actual Result: The Element: Incident\_Subject18 is set with text: how this product works, ab92547 product is not functioning properly

Status: Pass



The screenshot displays the Oracle Service Cloud interface for an incident record. The header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is present. Below the header, the incident ID '200806-000067' is shown with a close icon. A toolbar contains 'Save', 'Save & Close', 'Refresh', 'New', and 'Print' buttons. A tabbed interface shows 'Summary' as the active tab, with other tabs including 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Subject' field is highlighted with a blue border and contains the text 'how this product works, ab92547 product is not functioning properly'. Below the subject field, there are several input fields: 'Reference #' (200806-000067), 'Contact' ([No Value]), 'Status' (Open), 'Organization Name' (empty), 'Assigned' (Agent Access > Sys Agent), 'Product' ([No Value]), 'Disposition' ([No Value]), and 'Category' ([No Value]).

ORACLE Service Cloud

Reference #

200806-000067

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject \* how this product works, ab92547 product is not functioning properly

Reference # 200806-000067

Contact \* [No Value]

Status \* Open

Organization Name

Assigned Agent Access > Sys Agent

Product [No Value]

Disposition [No Value]

Category [No Value]

Step No:7

Step Description: Click on Adam Smit

Expected Result: Adam Smit should be clicked

Actual Result: The element: SelectContact is selected with list value: Adam Smit

Status: Pass

The screenshot displays the Oracle Service Cloud interface for a case record. The top navigation bar includes the Oracle logo, 'Service Cloud', and a search bar. The case record is for reference # 200806-000067. The 'Summary' tab is active, showing the subject 'how this product works, ab92547 product is not functioning properly'. The 'Contact' field is highlighted, showing 'Adam Smit' selected from a dropdown menu. Other fields include 'Reference #', 'Status' (Open), 'Assigned' (Agent Access > Sys Agent), 'Disposition' ([No Value]), 'Organization Name', 'Product' ([No Value]), and 'Category' ([No Value]).

Oracle Service Cloud

Reference #

200806-000067

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject \* how this product works, ab92547 product is not functioning properly

Reference # 200806-000067

Contact \* Adam Smit

Status \* Open

Organization Name

Assigned Agent Access > Sys Agent

Product [No Value]

Disposition [No Value]

Category [No Value]

Step No:8

Step Description: Click in Assigned Agent Searchbox

Expected Result: Assigned Agent dropdown should be listed

Actual Result: The Element: Assigned is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar labeled 'Reference #' is present. The main content area is divided into a left sidebar and a right main panel. The sidebar contains a 'Summary' section with fields for 'Subject', 'Reference #', 'Status', 'Assigned', and 'Disposition'. The 'Assigned' field is currently open, showing a dropdown menu with 'Recent' and 'All' tabs. Under the 'Recent' tab, 'Minhaj Ameen' and 'Sys Agent' are listed, with 'Sys Agent' highlighted. The 'All' tab shows '[No Value]'. The right main panel contains fields for 'Contact' (Adam Smit), 'Organization Name' (California Federation), 'Product' ([No Value]), and 'Category' ([No Value]).

Oracle Service Cloud

Reference #

200806-001

Save

Summary

Subject

Reference #

Status

Assigned

Disposition

Recent

Minhaj Ameen

Sys Agent

All

[No Value]

Admin - Full Access

Agent Access

System Agent2

Minhaj Ameen

Sys Agent

Attachments

Audit Log

Contact

Organization Name

Product

Category

Adam Smit

California Federation

[No Value]

[No Value]



Step No:9

Step Description: Click on Save and Close

Expected Result: Click on Save and Close

Actual Result: The Element: SaveAndClose is clicked

Status: Pass

ORACLE Service Cloud

Reference #

200806-000067

Save Save & Close Refresh New Print

Summary Messages Contacts **Details** Time Billed Tasks Organization Web Visit Attachments Audit Log

Mailbox mailboxibmindia@custhelp.com Interface \* mow\_ibmindia SLA Instance Search...

Source Web Console Incident Editor Language English (US) Queue Product Inquiries

Severity [No Value]

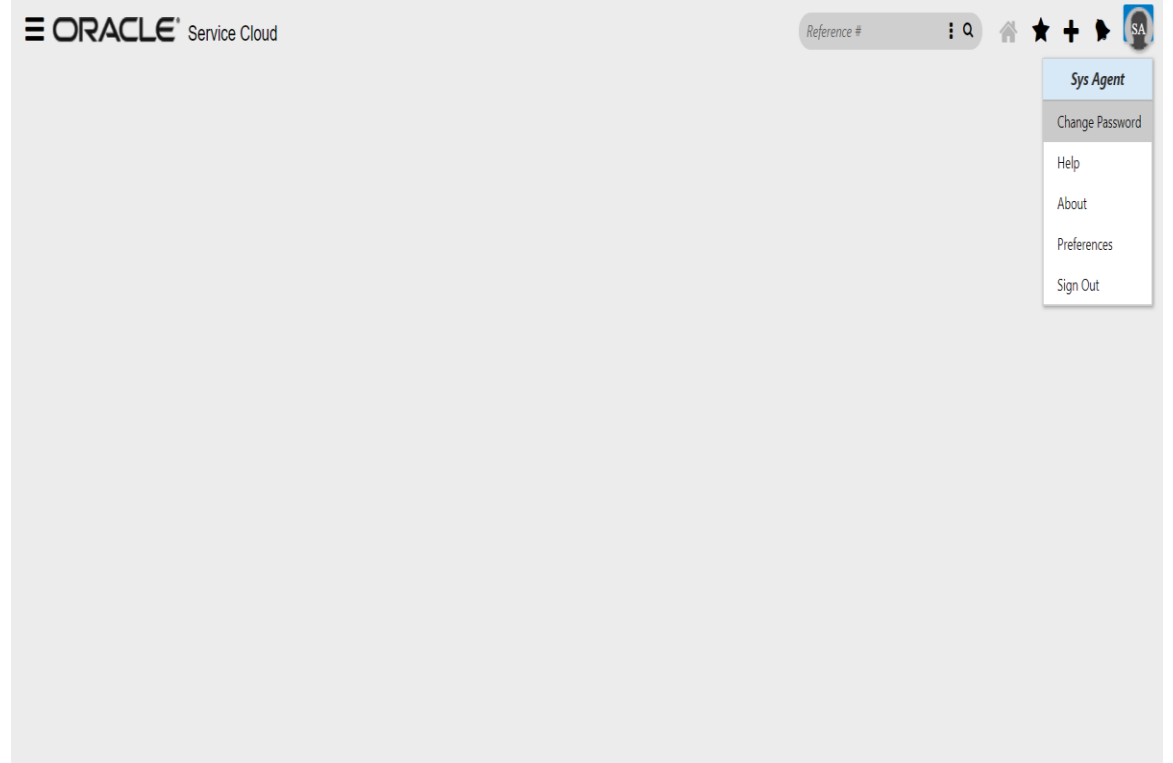
Step No:10

Step Description: Click on userMenuIcon

Expected Result: userMenuIcon should be clicked

Actual Result: The Element: userMenuIcon is clicked

Status: Pass



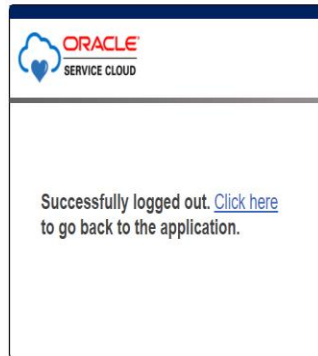
Step No:11

Step Description: Click Sign Out

Expected Result: Clicked Sign Out

Actual Result: The Element: SignOut is clicked

Status: Pass



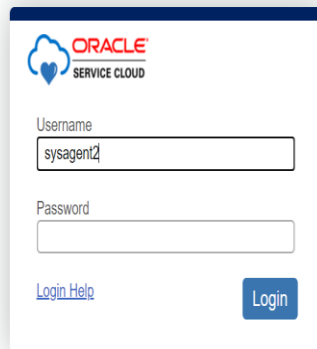
Step No:12

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME1 is set with text: sysagent2

Status: Pass



ORACLE  
SERVICE CLOUD

Username  
sysagent2

Password

[Login Help](#) [Login](#)

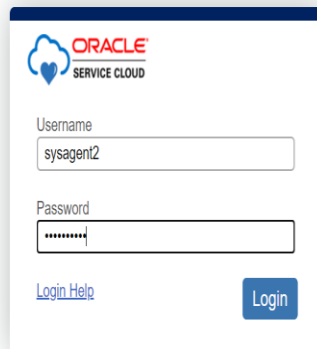
Step No:13

Step Description: Enter \*\*\* in PASSWORD

Expected Result: \*\*\* should be entered in PASSWORD

Actual Result: The Element: PASSWORD1 is set with text: Agent12345

Status: Pass



Step No:14

Step Description: Click on loginbutton

Expected Result: loginbutton should be clicked

Actual Result: The Element: loginbutton is clicked

Status: Pass



Step No:15

Step Description: Wait

Expected Result: Wait

Actual Result: null

Status: Fail

